



City and County of San Francisco

Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: August 6, 2022
RE: July 2022 Staff SOC Report

July Client Complaints

There were five finalized complaints submitted through the SMC in July 2022.

Note: Frequently the SMC staff receive tentative complaints that the complainant never follows up on. That is, they do not provide minimally necessary details or they do not approve our draft of a complaint that they have not themselves completed in writing. These are not included in this report. Narratives provide an overview of the types of complaints forwarded to each site. Not all sites have had a chance to respond to the complaints. Complaints may have already been investigated to the satisfaction of the site or its contracting agency; however, the Committee must allow for each complainant to review the responses and the complainant determines whether s/he is satisfied. If the complainant is not satisfied, the Committee will investigate the allegations listed in the complaint.

Complaint #022223MSC (SOC #30)

Compliant Details Complainant stated that staff on several occasions over the past few months (last incident was on 6/17/2022 around 10am) seen not wearing masks.

Complaint #032223ECS (SOC 1, 8)

#1 Client alleges that when he requests access to ADA bathroom that he is dismissed or ignored, making the client feel he is not being treated with respect and dignity.

#8. Client alleges this happens often on the weekends. Most recently, July 2, 2022, the client requested access to the ADA restroom that is kept locked. 2nd floor coordinator told him he didn't know where the key was, that he would go and look on first floor for key. Bathroom was not unlocked.

Complaint #042223ECS (SOC 1)

#1 Client alleges unnecessary harassment. Client met with Site Manager and onsite Case Manager 7/14/2022 to talk about clutter issue. Parties came to agreement that there would be a follow-up meeting on 7/18/2022 at 4:00pm to discuss exit strategy and the clutter issue, therefore warning notice received 7/15/2022 at 8:00am was not warranted. Guest feels harassed given he already agreed to a meeting, and he states he is making effort to remove his items. Client states he took 2 bags out of facilities previous night and will continue over the weekend. Client feels as he is being

harassed unnecessary when he is doing the best he can to get stuff into his new housing with limited recourses and his physical limitation.

Complaint 052223ND Details:

Complainant asserts the following Standards of Care are not being met by the shelter:

#9 (Engage a nutritionist...),

#10 (Make dietary modifications...)

The client/complainant states that food from *Meals on Wheels* is not prepared in a safe manner consistent with the instructions provided. That is, the food is not served promptly after initial heating/defrosting. It is often allowed to stand, then reheated or served lukewarm. Complainant states people are at risk of getting food poisoning.

062223ND Complaint Details:

Complainant asserts the following Standards of Care are not being met by the shelter:

#1 (Treat clients equally, with respect and dignity...)

Client alleges that they were denied a housing opportunity due to case manager not distributing mail to her. Client states that mail sat on the case manager's desk for 1 week before she received it. The case manager waits to distribute on next delivery day. Client had 5 days to respond to the housing letter and due to not receiving letter in time was taken off waitlist for not responding in the allotted time. Client also states that she had informed case manager that only mail that would be coming to the shelter would be about housing. Withholding timely access to mail is disrespectful.

June 2022 Client Complaints by Standard

Standard of Care	Number of complaints alleging violations of this Standard
Standard 1: Treat all clients equally, with respect and dignity, including in the application of shelter policies...	3
Standard 8: Provide services in compliance with the Americans with Disabilities Act...	1
Standard 9: Provide nutrition...	1
Standard 10: Provide dietary modifications...	1
Standard 30: ...training, including in emergency procedures...	0

Note that each complaint can include alleged violations of more than one Standard of Care

Total Client Complaints FY 2021-2022

Site	COVID capacity	7/21	8/21	9/21	10/21	11/21	12/21	1/22	2/22	3/22	4/22	5/22	6/22	Total (FY21-22)
Buena Vista Horace Mann	30 mats	0	0	0	0	0	0	0	0	0	0	0	0	0
Compass Family	21 families	0	0	0	0	0	0	0	0	0	0	0	0	0
Hamilton Family	25 families	0	0	0	0	0	0	0	0	0	0	0	0	0
Harbor House Family	28 families	0	0	0	0	0	0	0	0	0	0	0	0	0
Lark Inn	24 beds	0	0	0	0	0	0	0	0	0	0	0	0	0
MSC South Shelter	168 beds	1	0	0	0	1	4	0	0	1	0	0	0	7
Next Door	181 beds	0	0	0	0	0	2	0	0	0	1	1	0	4
Providence Family	51 beds	0	0	0	0	0	0	0	1	0	0	0	0	1
Sanctuary	124 beds	0	0	1	0	0	0	0	0	0	0	0	0	1
St. Joseph's Family	9 families	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	Single adult: 497 beds/mats Family: 83 families and 81 beds/mats	1	0	1	0	1	6	0	1	1	1			13

June 2022 Site Visit Infractions

The Committee completed 5 unannounced site visits in June 2022. There were no infractions noted on the visit to the MSC-South, Hamilton Family, or Compass. (Discussed training and emergency drills with Compass management.). The infractions from the remaining site visits are listed below:

Next Door

Site visit date: 6/17/22

Infractions submitted to site: 6/28/22

Site responded: 6/28/22

SOC Infractions:

- **Standard 3:** Restroom not in working order – **Pending**
- **Standard 9:** Menu posted in English but not Spanish – **Resolved**
- **Standard 17:** No signage posted noting status of restroom repairs – **Resolved**
- **Standard 31:** Training. Staff reported no cultural competency training this year – **Resolved**

Sanctuary

Site visit date: 6/22/22

Infractions submitted to site: 6/28/22

Site responded: 6/30/22

SOC Infractions:

- **Standard 3:** Shower not in good working order – **Pending**
- **Standard 17:** No signage posted noting status of restroom repairs – **Resolved**

FY2021-2022 Unannounced Site Visit Tally

Site	7/21	8/21	9/21	10/21	11/21	12/21	1/22	2/22	3/22	4/22	5/22	6/22	Total
Buena Vista Horace Mann	0	0	0	0	0	0	0	0	0	0	0	0	0
Compass Family	0	0	0	0	0	0	0	0	0	0	0	1	1
Hamilton Family	0	0	0	0	0	1	0	0	0	0	0	1	2
Harbor House Family	0	0	0	0	0	0	0	0	0	0	0	0	0
Lark Inn	0	0	0	0	0	0	0	0	0	0	0	0	0
MSC South Shelter	0	0	0	0	0	0	0	0	0	0	0	1	1
Next Door	0	0	0	0	0	1	0	0	0	0	0	1	2
Providence Family	0	0	0	0	0	1	0	0	0	0	0	0	1
Sanctuary	0	0	0	0	0	0	0	0	0	0	0	1	1
St. Joseph's Family	0	0	0	0	0	1	0	0	0	0	0	0	1
Total	0	0	0	0	0	4	0	0	0	0	0	5	9

The SMC is required to complete four unannounced visits to each site on an annual basis.

FY2021-2022 Announced Site Visit Tally

Site	7/21	8/21	9/21	10/21	11/21	12/21	1/22	2/22	3/22	4/22	5/22	6/22	Total
Buena Vista Horace Mann				1					1				2
Compass Family		1			1					1			3
Hamilton Family			1							1			2
Harbor House Family	1			1	1					1			4
Lark Inn		1			1				1				3
MSC South Shelter			1		1				1				3
Next Door				1					1				2
Providence Family				1						1			2
Sanctuary	1			1	1				1				4

St. Joseph's Family			1	1					1				3
Total	2	2	3	6	5	0	0	0	6	4	0	0	28

The Committee is required to make two announced site visits to each site each year to survey clients.

Staff Update and Committee Membership

Membership

There is currently one unfilled seat on the Shelter Monitoring Committee:

Board of Supervisors:

Seat 1 - Must be homeless or formerly homeless who is living or has lived with their homeless child under the age of 18.

If you are interested in applying for a seat on the Committee, please contact Angie David at 415-255-3642 or email angella.david@sfdph.org for more information.

FY2022-2023 Upcoming Meeting Calendar

- August 17
- September 21
- October 19